

JSC Policy Directive

JPD 5335.1F

EFFECTIVE DATE: July 18, 2006

EXPIRATION DATE: July 18, 2011

RESPONSIBLE OFFICE: AA/Center Director

SUBJECT: Quality Policy

1 POLICY

- a. The JSC quality policy is to provide products and services that meet or exceed customer requirements for safety, performance, cost, and schedule.
- b. JSC establishes the JSC Quality Management System (QMS) to implement policy and requires that it be compliant with ANSI/ISO/ASQ Q9001, as determined by a third-party registrar and with SAE AS9100 for work that is both critical and complex as defined by NPD 8730.5, as determined by a third-party registrar.

2 APPLICABILITY

- a. The Quality Policy and the QMS apply to all JSC organizations.
- b. The White Sands Test Facility maintains an independent quality management system with required certifications.
- c. The Quality Policy, the QMS, and required certifications apply to JSC suppliers and partners to the extent specified by their contracts or agreements, respectively.

3 AUTHORITY

- a. NPD 1280.1, NASA Management System Policy
- b. NPD 8730.5, NASA Quality Assurance Program Policy

4 REFERENCES

- a. ANSI/ISO/ASQ Q9001-2000, American National Standard, "Quality Management Systems-requirements"

- b. SAE AS9100, "Quality Systems-Aerospace-Model for Quality Assurance in Design, Development, Production, Installation and Servicing"

5 RESPONSIBILITIES

The Center Director establishes the ISO 9000 Office with the resources necessary to implement, operate, and improve the QMS and to maintain its registrations.

Senior Management a) sets quality objectives; b) reviews the QMS at planned intervals to ensure its continuing suitability, adequacy, and effectiveness; and c) assesses opportunities for improvement and the need for change.

Organizational Management implements the QMS by making it integral to the day-to-day work of the Center.

The Manager, ISO 9000 Office a) serves as the Management Representative; b) facilitates implementation, operation, and improvement of the QMS; c) reports its status to the Center Director; and d) has the organizational authority to resolve quality system issues.

Authority for approving documents implementing Quality Policy is as follows: a) the Center Director approves the Quality Manual; b) the Center Director may delegate authority for approval of System Level Procedures; c) the Center Director delegates authority for approval of Work Instructions to the Director of the Directorate responsible for content; d) the Director of a Directorate signature and concurrence by the Manager, ISO 9000 Office, is required for Common Work Instructions; and e) the Director of a Directorate may delegate authority for approval to other management levels within a Directorate for Unique Work Instructions.

6 MEASUREMENT

Policy performance and effectiveness shall be determined from measurements and trends characterizing the results of system audits, customer satisfaction, process performance, product conformance, and preventive and corrective actions.

7 RESCISSION

JPD 5335.1F cancels JPD 5335.1E.

Original signed by:

Michael L. Coats
Director

Distribution:
JDMS